



**STATE OF MONTANA
MONTANA DEPARTMENT OF TRANSPORTATION
JOB PROFILE**

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Update

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Formal Review

Date Submitted _____

SECTION I - Identification

Working Title: Technical Operations Bureau Chief

Department: Transportation

Job Code Number: 113217

Division & Bureau: Information Services
Division, Technical Operations Bureau

Job Code Title: Computer Information System Manager **Section & Unit:** Management Unit

Pay Band: 7

Work Address: 2701 Prospect Avenue
Helena, MT 59620

Position Number: 81107

Phone: (406) 444-6159

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FLSA Exempt

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FLSA Non-Exempt

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Non-Union

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MPEA

☐

Blue Collar

Profile Completed By: Mike Bousliman

Work Phone: (406) 444-7489

Work Unit Mission Statement or Functional Description:

The Information Services Division (ISD) provides a full range of services for the Montana Department of Transportation (MDT). The Senior Management team along with their section supervisors within the division, plan, coordinate, design, install, and maintain the department's information technology infrastructure. Services provided include network management, server systems administration, desk top and mobile computer systems administration, database administration, applications development and maintenance, integrated systems development, Internet and Intranet web page development, data security & disaster recovery services, geographic information systems (GIS), global positioning systems (GPS), roadway information collection, user support, training, imaging services, duplication services, electronic information management, IT research and development, budget development and monitoring, procurement administration, contract administration, and project management.

Describe the Job's Overall Purpose:

This position serves as an integral member of the Division Senior Management team along with other Bureau Chiefs and the Division Administrator of the Information Services Division. This position is to direct the Systems and User Support Sections of the division as well as complete specific tasks or projects assigned by the Administrator to ensure effective division operations. Responsibilities include development, management, and oversight of budgets, procedures, program plans, material resources, and personnel management issues. The position recommends and enforces strategic plans, policies, and procedures for addressing major issues of concern, and provides ongoing advice and management to the Information Services Division's section supervisors on the administration of program functions and management of the division's information technology infrastructure. The position reports to the Division Administrator and directly supervises two section supervisor positions (2.0 FTE).

SECTION II - Major Duties or Responsibilities

This section should be a clear concise statement of the position's major duties and the approximate percent of work time for each duty

% of Time

Strategic Planning and Technical Analysis

70%

Researches and evaluates critical management issues affecting the bureau's operations and activities to identify current or anticipated deficiencies, opportunities, and innovative approaches to meeting continually changing operational, technical, statutory, and program requirements.

Develops policy initiatives designed to reflect current and anticipated needs, statutory requirements, and best management practices. Ensures that policies integrate multiple requirements and objectives, comply with applicable State and federal regulations and funding guidelines, and promote efficient and cost-effective systems and processes for MDT employees and partners.

Develops comprehensive workforce analyses to determine the overall effectiveness of personnel allocations, competencies, and expenses in meeting the bureau's goals and objectives. Evaluates workforce demographics and projected program environments to anticipate and accommodate changes in legislated staffing levels, vacancies, recruitment and retention trends, employment regulations, statewide project needs, organizational functions, and other issues.

Analyzes and evaluates the interrelationships between business functions and processes (e.g., Departmental programs, accounting/budgeting, research and development, personnel management, etc.) to determine actual and potential impacts of alternative management strategies, new technologies and standards, changing legislation, budget and workforce adjustments, and other factors on operations and activities.

Presents summary management and policy recommendations to the Division Administrator. Explains and justifies initiatives based on Division needs; internal and external business environments, opportunities, and impediments; State and federal requirements; professional standards; emerging technologies; and other considerations. Advise on options and alternatives for fulfilling critical business needs.

Analyzes and coordinates the Systems and User Support related strategic planning processes to help establish goals, objectives, and measurements that serve as a basis for Division's performance. This involves extensive analysis and evaluation of critical management issues, business processes, workforce characteristics, legislative mandates, and available resources.

Recommends initiatives designed to reflect current and anticipated Division and Department needs, statutory requirements, and best management practices. Ensures that policies integrate multiple requirements and objectives, comply with applicable State and federal regulations and funding guidelines, and promote efficient and cost-effective systems and processes for MDT employees and

partners.

Develops, monitors and implements management action plans used to implement and address audit issues. Summarizes the status of audit recommendations for the Division Administrator.

Develop, plan and administer projects to ensure effective use of agency and external resources in meeting user needs and regulatory mandates.

Represents the division on a variety of department wide committees that are responsible for developing department policy, computer systems, or business processes.

Provides vision and direction for the Systems and User Support sections to determine technology strategy that will be implemented. Determines staffing resource allocation for these sections.

Supervision**30%**

Supervises 2.0 FTE professional staff, both of whom are section supervisors, and indirectly supervise 17 other individuals in the User Support and Systems sections by reviewing and revising overall work plans, priorities, and procedures and monitoring progress through meetings and consultations. Disseminates data and promotes information exchange for support and advancement of Division and Department goals.

Determines training needs of subordinate staff through analysis of program effectiveness; new standards, specifications, technologies, and policies; and staff performance. Prepares, presents, or coordinates training through personnel specialists, training offices, or outside consultants.

Identify staffing needs, recruit and hire employees. This involves ensuring compliance with state and federal employment and civil rights law throughout the hiring process, assigning personnel screening and selection committees, reviewing results and making final determinations for hiring, and ensuring proper training and orientation of new employees.

Develop workforce development, staffing, succession planning, career ladder, and professional development plans, policies and systems to ensure adequate staffing, expertise and skills are available to meet current and future agency business needs and to provide employee development and advancement opportunities and enhance bureau recruitment and retention efforts.

Establishes objective, measurable performance standards for subordinate staff, evaluates the performance of positions directly supervised, and completes performance evaluations. Recommends, implements, and monitors corrective actions including discipline and termination. Enforces disciplinary policies to ensure consistency in the application of disciplinary actions.

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1. ***The following duties and/or specific tasks listed under section II above are considered “essential functions” because they require specialized expertise and skill and are the primary reasons the job exists (they must be performed by this position with or without accommodations):***

All duties listed under “Duties and Responsibilities” above are considered essential.

The following mental and physical demands are associated with these essential functions:

PHYSICAL

- Light lifting (less than 10 lbs.)
- Carry light items (papers, books, small parts)
- Remaining seated for extended periods of time, with occasional walking; standing; bending
- Travel within the state to project locations, and out of state travel by airline to national conferences and meetings.
- Operating a personal computer
- Communicate in writing, in person, and over the phone

MENTAL

- Ability to multi-task
- Demands for accuracy in all aspects of work
- Ability to meet inflexible deadlines
- Computing arithmetic operations
- Comparing data
- Compiling information
- Analyzing
- Coordinating
- Synthesizing
- Negotiating
- Instructing
- Directing
- Supervising
- Negotiating
- Disciplining

2. ***Does this position supervise others?*** ☒ Yes ☐ No

Number directly supervised: 2

Position Number(s) of those supervised: 81005, 81019

3. ***Attach an Organizational Chart.***

SECTION III - Minimum Qualifications - List minimum requirements for the first day of work.

Critical knowledge and skills required for this position:

KNOWLEDGE:

This position requires extensive knowledge of the concepts and theories of business management and public administration; strategic planning principles; analytical methods and technologies; budgeting; workforce management; and legislative processes. This includes technical knowledge of network security, database administration, network administration, systems administration, information

processing, distributed processing, communication networks, security management, hardware and equipment planning and implementation, performance monitoring and disaster recovery. The position requires thorough knowledge of project planning and management, information systems analysis, documentation, implementation and maintenance, database and networking standards, and contract administration. This also includes knowledge of system development, functional applications, proprietary languages, customer service standards, data management products, data structures and interrelationships. The position also requires thorough knowledge of program management; transportation system requirements, contract administration principles; statistical methodologies; and a progressively responsible knowledge of the Department mission and Division goals and objectives. Managerial responsibilities require knowledge of employment law, program requirements, and personnel management practices and techniques.

SKILLS:

Skill in project management; business process analysis and documentation; planning and organizing the work of others; drawing conclusions and making recommendations; critically assessing management plans; communication and negotiation; and developing and administering a variety of diverse projects and functions. Administrative skills including the ability to apply personnel management, procurement management, contract development, contract management, administrative and supervisory techniques. The position requires skill in managing complex and varied system development and infrastructure projects; team leadership; managing multiple tasks and workflow; developing project plans; and establishing project goals, timelines and standards. Further the position requires skills to lead and motivate staff within a sector that is constantly changing and exhibit innovation in implementing and adapting to changes in an atmosphere of rapid technological change.

Behaviors required to perform these duties:

See MDT Core Behaviors

Decision-Making: Identifies and considers possible alternatives before making decisions. Bases decisions on achieving desired outcomes pursuant to the Departmental strategic plan and/or management direction. Uses a combination of analysis, experience, and sound judgment.

Vision: Anticipates technological advancements to reduce the risk of being caught within a web of outdated technology; takes advantage of new technologies and applications, knowing when they are, or are not, ready for implementation; balances existing IT investments with options for new investments.

Creative Problem-Solving: Displays the ability to generate ideas, fresh perspectives, and original approaches and to engage in open-minded thinking. Thinks “out of the box” and goes beyond traditional ways to address ways to address issues despite obstacles or resistance.

Adaptability/Flexibility: Adapts to changing conditions and work responsibilities. Accepts constructive criticism and suggestions and uses these to improve performance. Deals with anger, frustration, and disappointment in a mature manner. Maintains objectivity and seeks solutions acceptable to all.

Organizational Ability: Effectively manages a highly-technical, service-oriented organization; properly delegating roles and responsibilities to staff; ensures empowerment and practical implementation.

Leadership and Mentoring: Sets goals that provide challenge. Measures goal attainment regularly. Creates own measures of excellence. Displays a contagious optimism about the work to be done.

Employs strategies to promote ideas and proposals to increase probability of acceptance. Mentors others in their weak areas to improve the performance necessary to achieve success. Fosters a sense of unified purpose and cooperation among groups of individuals; provides direction and guidance during times of change.

Accountability: Accepts personal responsibility for quality and timeliness of work products. Reflects a belief that the results achieved are a direct result of his/her personal decisions and actions. Refuses to offer or accept excuses for failure.

Ethics/Integrity: Considers MDT's Vision, Mission, Values, and Team Norms in making decisions and taking actions. Takes all necessary actions when serious ethical issues are at stake.

Interpersonal Skills: Builds constructive and effective relationships with internal and external customers. Listens actively and attentively and demonstrates an appreciation of other perspectives. Builds the appropriate rapport required to do business. Openly demonstrates an understanding of and respect for the value of coworkers' contributions to the MDT mission. Communicates effectively with people having diverse levels of technical expertise.

Education:

Check the one box indicating minimum education requirements for this position for a new employee the first day of work:

- | | |
|---|--|
| <input type="checkbox"/> No education required | <input type="checkbox"/> Related AAS/2-years college/vocational training |
| <input type="checkbox"/> High school diploma or equivalent | <input checked="" type="checkbox"/> Related Bachelor's Degree |
| <input type="checkbox"/> 1-year related college/voc. training | <input type="checkbox"/> Related Master's degree |

Please specify the acceptable fields of study:

Acceptable: Computer Science, Information Technology, or related degree

Other education, training, certification, or licensing required (specify): None

Experience:

Check the one box indicating minimum work-related experience requirements for this position for a new employee the first day of work:

- | | |
|---|---|
| <input type="checkbox"/> No prior experience required | <input type="checkbox"/> 3 years |
| <input type="checkbox"/> 1 year | <input type="checkbox"/> 4 years |
| <input type="checkbox"/> 2 years | <input checked="" type="checkbox"/> 5 or more years |

Other specific experience:

The position requires at least five years experience in information technology or information technology management, which includes strategic planning and business process analysis at least one year of which includes program management experience. Three years of professional-level supervisory experience is also required. Experience in a transportation related environment is preferred.

Alternative Qualifications:

This agency will accept alternative methods of obtaining necessary qualifications.

☒ Yes ☐ No

Alternative qualifications include:

SECTION IV – Other Important Job Information

| | |
|---|---|
| <input checked="" type="checkbox"/> Fingerprint check | <input type="checkbox"/> Valid driver's license |
| <input type="checkbox"/> Background check | <input type="checkbox"/> Other; Describe |

Other information including working conditions such as shifts, lifting requirements, travel or hours.

SECTION V – Signatures

Signature indicates this statement is accurate and complete.

Employee:

Name: _____ Title: _____

Signature: _____ Date: _____

Immediate Supervisor:

Name: _____ Title: _____

Signature: _____ Date: _____

Bureau Chief:

Name: _____ Title: _____

Signature: _____ Date: _____

Division/District Administrator:

Name: _____ Title: _____

Signature: _____ Date: _____

Department Designee:

Brent Rabe/Designee

Human Resources Administrator
Human Resources Division

Signature: _____ Date: _____